

16. The method of claim 15 wherein the predetermined event is a signal from the particular remote computing device indicating that function of the operational mode associated With the maintenance boot image has been
5 completed.

17. The method of claim 10 wherein the step of selecting is performed by a user through a user interface, and the user specifies the particular remote computing device.

10 18. The method of claim 10 wherein the step of selecting is performed by a software program.

19. A computer program product in a computer usable medium` for diagnosing and maintaining remote computing devices, the remote computing device coupled to a
15 network and running under a first boot image, the method comprising:

instructions for selecting a particular remote computing device;

20 instructions for downloading a maintenance boot image to the particular remote computing device via the network;

instructions for initiating a first reboot process of the particular remote computing device with the maintenance boot image;

25 instructions for performing a diagnostic or maintenance function by running the particular remote computing device under the maintenance boot image; and

instructions for initiating a second reboot process of the particular remote computing device upon the

occurrence of a predetermined event associated with the maintenance boot image.

20. The computer program product of claim 19, the instructions for selecting comprising:

5 instructions for selecting a specific operational mode of the particular remote computing device.

21. The computer program product of claim 20, the instructions for selecting a specific operational mode resulting in downloading a particular new boot image
10 from among a plurality of boot images.

22. The computer program product of claim 21, wherein each of the plurality of boot images is operable to perform a particular maintenance or diagnostic task on the particular Remote computing device.

15 23. The computer program product of claim 21 wherein the plurality of boot images reside on a remote storage media.

24. The computer program product of claim 19 further comprising:

20 instructions for monitoring the particular remote computer for the occurrence of the predetermined event.

25 25. The computer program product of claim 24 wherein the predetermined event is a signal from the particular remote computing device indicating that a function of the operational mode associated with the maintenance boot image has been.

26. The computer program product of claim 19 wherein the instructions for selecting allow for the interaction

of a user, and the user specifies the particular remote computing device.

27. The computer program product of claim 19 wherein
5 the instructions for selecting are responsive to signals
from a software program.